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From the Director

We are delighted to present you with the Customer Connection, devoted to you, our customers. We just concluded the outstanding DISA Customer Partnership Conference 2002. It exceeded our expectations, and it was all made possible by your enthusiasm and support. In this issue, we provide highlights of the conference, as well as informative articles on the Defense Enterprise Computing Center at Columbus, Subsistence Management for the Services, an update on our INMARSAT Mobile Satellite Services contract, DISA's Enterprise Anti-Virus Software Initiative (EASI), and Profile of a DISA Employee.

The 2-day conference was punctuated by positive customer feedback during the information subconferences, in addition to the working lunches and facilitated subconferences. The 17 exhibits were also a stunning success and clearly demonstrated our focus on the customer. We initiated several format changes during this conference, including a video that has comments from our senior level customers, customer expectation briefings, and a live customer survey. As a result, we were told that our transformation initiatives are on track, and we are indeed showing greater commitment to exceeding customer expectations.

We have included two articles related to the Defense Enterprise Computing Center



in Columbus. This center has done excellent work to support the Defense Integrated Subsistence Management System. The other article covers the latest innovations in processing operations. The Enterprise Control Station software application will give us large improvements in processing performance and reduction in processing downtime.

We are pleased to announce that our DISA Information Technology Contracting Organization (DITCO) awarded contracts to provide the Mobile Satellite Services for the warfighter. These 10-year contracts were awarded to five small businesses and should greatly improve the warfighter's

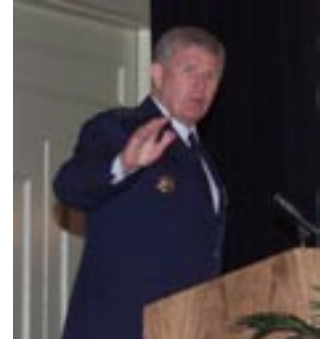
ability to communicate in all types of environments.

We have also included an article on DISA's Anti-Virus Software Initiative (EASI), which reflects steps DISA has taken to protect all warfighter, DoD civilian and Coast Guard systems.

Finally, we have an article on a DISA employee who worked at the DISA Customer Partnership Conference 2002.

I see much progress being made as we continue our customer focus, and I hope publications like this will increase the awareness of DISA's transformation. May God Continue to Bless America.

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Lt. Gen. Harry D. Raduege Jr.



MG J. David Bryan

DISA Customer Partnership Conference 2002 - Overview



Pat Faver, Principal Director for Customer Advocacy, opening the conference

By Maj Bob Koles, CO1 and Irene Ivone, CA1
Photographs by Donna Burton, MPS53

The Customer Partnership Conference 2002 was DISA's first attempt to revolutionize the annual event. It was well received primarily because it successfully focused on the customers, particularly learning how to better support their important mission. The conference location was changed, as well as its size, and most importantly, its format. Instead of a large "trade show" including informational briefings and displays, a smaller conference

was held that allowed a direct approach to understanding the customers' specific issues, as well as working to implement timely, innovative, and appropriate solutions. Overall, the conference offered DISA customers numerous opportunities to provide valuable feedback, and more significantly, it provided a way for DISA to really listen.

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Lt. Gen. Bruce Carlson, Commander, 8th Air Force, Keynote Speaker, exiting with Lt. Gen. Harry D. Raduege, Jr., Director, DISA and Lt. Col. H. Blanke, Executive Assistant



MG William Russ, Commander, Army Communications-Electronics Command (CECOM); LTC Eli Hobbs, Army Customer Advocate; and Lt. Gen. Harry D. Raduege, Jr., Director, DISA

Among the conference highlights were:

- A kick-off video that provided key senior DISA customers the opportunity to give candid comments and recommendations. Customers participating included Navy RAdm Nancy Brown, Director, Space Information Warfare Command and Control (N6); Army LTG Peter M. Cuvillo, Director of Information Systems for Command, Control, Communications, and Computers (DISC4), Army CIO; Air Force Lt Gen Leslie Kenne, Deputy Chief of Staff, Warfighting Integration; and Marine LtGen E. R. Bedard, Deputy Commandant, Plans, Policies, and Operations.
- Customer Expectation Briefings were presented by John Gilligan, the Air Force CIO; Army MG William Russ, Commander of the Army Communications and Electronics Command; and Paul Muench, Senior Technical Advisor for Telecommunications, National Imagery and Mapping Agency (NIMA). They provided direct feedback regarding where each respective community

was headed and what they need from DISA.

- A live, real-time customer survey, conducted on the first day, provided insight into overall customer satisfaction, confidence in DISA's strategic direction, and feedback on how much DISA has improved over the past year-and-a-half in the customer service commitment to customers' mission success, and the quality of products and services.
- Four facilitated subconferences targeted important customer issues, including DISN provisioning; mainframe standard operating environment costs; lighter, more capable C2 applications; and Global Information Grid (GIG) network operations/network management. These subconferences provided open and energized communications between customers, DISA product and service providers, and the Agency's senior leadership.

From all these forums, two consistent themes emerged.

- DISA's Strategic Transformation Initiatives are on track with the future needs of our customers.
- DISA is showing greater commitment to our customers' mission success.

We still have room to improve in areas of customer communication, cost and schedule commitments, understandable billing, predictable provisioning, and coalition data access.

DISA's commitment to listen goes beyond simply hearing what the customers said and extends to taking action based on what was heard. Individuals who provided comments or asked questions by providing comment cards have already heard back from DISA's customer advocates and subject matter experts. The remaining



The DISA Noteables - left to right, Angela Sheppard, Jeanne Partridge, Judy Naler-Fox, Geoffrey Berman, and Lessel Malbon.



Paul Muensch, Senior Technical Advisor for Telecommunications, National Imagery and Mapping Agency (NIMA), receiving a speaker gift from Lt. Gen. Harry D. Raduege, Jr.



John Gilligan, Air Force CIO, receiving a speaker gift from Lt. Gen. Harry D. Raduege, Jr.

comments, questions and recommendations from all the feedback mechanisms were consolidated into a "decision and action" presentation that went to the DISA senior leadership team.

The presentation outlined short-term, mid-term, and long-term actions to address customer derived issues and concerns. The top mid- and long-term issues will be incorporated into the Agency's 500-Day Action Plan (second edition) or into the internal Transformation Implementation Plan where they will be tracked and progress reported to the Director.

Feedback on the findings, recommendations, and overall status of corrective actions will be provided in greater detail in future issues of the "Customer Connection," and a recap will be provided at the DISA Customer Partnership Conference 2003.

For additional information, contact Maj Bob Koles, CO1, (703) 681-2335, DSN 761 or Irene Ivone, CA1, (703) 882-0926, DSN 381.

Table Talks and Subconferences

By Joe Re, CA2

Taking every opportunity to listen to customers, a working lunch was held on the first day. Each of the 48 tables was given a topic and a DISA representative to lead the discussion and capture customers' feedback. Customers were able to select the topic they wanted to discuss by sitting at the appropriate table.

Nine of the tables had designated seating for senior customer representatives and were hosted by senior DISA leaders, to include Air Force Lt. Gen. Harry D. Raduege, Jr., Director of DISA, and Vice Director of DISA, Army MG J. David Bryan. A recorder was at the tables to capture the feedback.

After the morning meetings, afternoon sessions held facilitated and informational subconferences. These sessions were not for DISA to just "broadcast," but were

intended to elicit active customer participation and feedback. There were 18 information subconferences on the first day, and 15 on the second day.

The four facilitated sessions were scheduled for the first day only, and were structured to resolve the way ahead for specific contentious and relevant issues. These sessions had senior DISA moderators and senior customer leaders. There were also professional facilitators assigned to ensure all desired outcomes of the customer and DISA were met. The results of these sessions were recorded and presented to all on the morning of the second day, providing an additional opportunity for feedback.



These events provided DISA the opportunity to tell customers about where the Agency is going, and the opportunity for customers to provide feedback to help DISA get there.

For additional information, contact Joe Re, CA2, (703) 607-6404, DSN 327.

FACILITATED SESSIONS	ORG	OPR	PHONE
DISN Provisioning	NS	John Bashore	703-882-0460
Transformation of C2 in a Network Centric Environment	AP	James Day	703-882-1226
		Ron Beuhning	703-8821221
Global Network Operations	OP	Lou Morgan	703-882-0501
Mainframe SOE	CD	Mark Degner	703-681-2277
INFORMATION SESSIONS			
GIG Bandwidth Expansion	NS	Linda Safford	703-882-0802
GIG Waiver Process	NS	Betsy Turner	703-882-0801
DOD Teleport Program	NS	Lorraine Dizdar	703-882-1495
DISN Video Services	NS	MAJ Jacqueline James	703-882-0109
Defense Message System	AP	Major Brenda Lund	703-882-1649
eBusiness	AP	Nancy Helton	703-681-2513
Defense Collaboration Tools	AP	Bob Marchese	703-882-2023
Command & Control / Combat Support / IDM Update	AP	Mike Daugherty	703-882-1025
Server Update	CD	Mark Degner	703-681-2277
Assured Computing	CD	Mark Degner	703-681-2277
Enterprise Spectrum Management	OP	LtCol Miller	410-293-9813
Information Assurance	CIAE	Danielle Paolucci	703-882-1531
Network Monitoring In-Theater	TIS	Frank Reck	703-882-0996
Interoperability	IN	Michael Oconnor	703-681-2616
DISA IT Contract & Services	AQ	Robert Myers	618-229-9392
DISN Rates	SP3	Mike Ponti	703-607-6473
Customer Advocacy	CA	Pat Faver	703-607-6080

Seeing Is Believing...Exhibits at the DISA Partnership Conference 2002



By Rex Ridenhower, CA1
Photographs by Donna Burton, MPS53

The old Chinese proverb "Tell me and I'll forget; show me and I may remember; involve me and I'll understand," was the centerpiece of DISA's Customer Partnership Conference 2002.

To bring the proverb to life, 100 DISA employees and contractor support personnel handling 17 exhibits featured more than 40 DISA products and services. The exhibit area at the Hilton Alexandria Mark Center gave exhibitors continuous contact with conference participants.

Transformation was the major theme, but the customer was the true focus of this year's conference.

Throughout the 2-day event, the exhibit floor was a hub of constant activity. Whether you visited exhibits of the Computing Services Directorate, the Chief Information Officer (CIO), the Chief Transformation Executive (CTE), Applications, Operations, Enhanced Mobile Satellite System (EMSS) or the other numerous exhibits, you met the new face of a customer-centered organization. Exhibitors were focused on their customers, and shared the common vision for supporting them. They clearly communicated that being customer-centered means DISA has the resolve and



the ability to put the customer at the very center of its organizational activity.

Walking the exhibit floor and observing the level of interaction gave one the feeling that DISA is really focused on the customer. It was clear that each exhibitor understood the importance of knowing the customer, and ensuring that their needs were communicated.

As shown in this year's Customer Partnership Conference exhibits, customer-centered organizations are different. The old Chinese proverb is still true today: Showing the customer is important, but involving the customer in the process creates greater understanding.

For additional information, contact Rex Ridenhower, CA1, (703) 882-1890, DSN 381.



Are You Ready For Real-time Feedback?

By Maj Bob Koles, CO1

As part of DISA's effort to more actively listen to customers, handheld wireless polling technology was used at the Customer Partnership Conference 2002 to obtain immediate feedback from participants on strategic vision and various aspects of transformation.

Using the wireless devices provided an environment where the attendees were given the opportunity to rate DISA in: Overall Satisfaction, Product and Service Quality Improvement, Customer Service, Strategic Vision, Proven Commitment, and Having the Right Products and Services.

The results of this real-time survey were displayed immediately for participants to see. They were incorporated with more

than 100 free text comments received via comment card into a decision briefing for DISA senior leadership. The benefit of real-time feedback is that information is received quickly--the risk is to be willing to take praise and admonishment in public.

The initial analysis of the results points to the good and the bad, but the overall good news story is that DISA is listening and is willing to share the information with the customers.

For additional information, contact Maj Bob Koles, CO1, (703) 681-2335, DSN 761.



Customer Partnership Conference CD Now Available!

By Jason Schiavoni, CA1

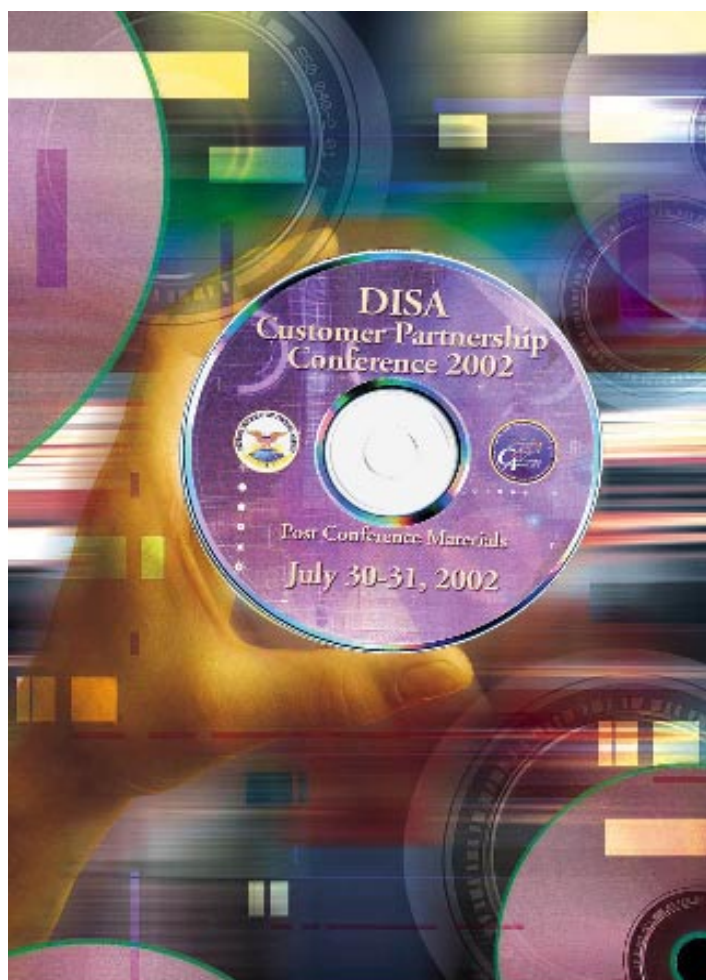
If you missed the DISA Customer Partnership Conference 2002, Customer Advocacy (CA) has you covered! The CA office has produced a CD with information and multimedia from the event.

The CD has video clips of inspiring keynote addresses; briefing slides from feedback and information sessions; points-of-contact for conference exhibitors; and pictures. The briefing slides are in PowerPoint format, and cover all of the sessions that were conducted. The following are just a few of the subjects in the CD:

- *Strategic Vision and 500 Day Plan*
- *Transformation of C2 in a Network Environment*
- *Global Network Operations*
- *DISN Video Services*
- *GIG Waiver Process*
- *GIG Bandwidth Expansion*
- *Information Assurance*

If you are a DISA customer and are interested in receiving a copy of the conference CD, send a request via email to customerconference@ncr.disa.mil. Include your mailing address and telephone number. Customers who attended the conference should have already received the CD as part of their "Customer Thank You" package. If you attended and did not receive it, send an e-mail to request your copy.

For additional information, contact Jason Schiavoni, CA1, (703) 882-2142, DSN 381.





DISA CUSTOMER PARTNERSHIP CONFERENCE 2003

March 24-27, 2003

By Judy Naler-Fox, CA1

Photograph by Donna Burton, MPS53

Mark your calendars for the next DISA Customer Partnership Conference from March 24-27, 2003. Here are some of the ways we intend to improve the conference:

Registration

- Registration will be as easy and smooth as possible. Publicizing early registration and opening the registration on the afternoon prior to the event will remedy the congestion experienced at the 2002 conference. There will also be more workers at the registration table, which will reduce the load on opening morning.

Website

- The conference information will be posted on the DISA website well in advance of the conference, and will include new developments and other planning issues. Keep checking the website for updates.

Agenda

- The main conference area will display a large sign with the conference agenda.

Demonstrations/Exhibits

- There will be more time to view the demonstrations and exhibits.

Table Talks

- All participants will be given the topic to be discussed at each table in advance.

Subconferences

- Large floor maps of the subconferences with hotel meeting room numbers will be placed in different locations to help the flow. Since a third day is being added, there will be more time to participate in subconferences.

These are some of the improvements that we believe will make the DISA Customer Partnership Conference 2003 even more exciting and successful than the last one. Hope to see you there!

For additional information, contact Judy Naler-Fox, (703) 882-0125, DSN 381.



Lt. Gen. Harry D. Raduege, Jr., DISA Director, talks to conference participants.

Viewing the Big Picture

Defense Enterprise Computing Center Columbus

By La'Donna Middleton, CDC334
Photographs by Robert Flores, MPS53

Whether it is mainframe or server operations, the Enterprise Operations Division of DISA's Defense Enterprise Computing Center (DECC) Columbus is continually searching for innovations in processing operations, which often results in new technologies for improved efficiency for the DECC and its customers.

One of the latest technical innovations at DECC Columbus is the implementation of Enterprise Control Station (ECS) software. This state-of-the-art application allows managerial, technical and operational staff to view scheduled Control-M jobs through a Graphical User Interface (GUI), regardless of what platform the job is running on.

With ECS, the results of post-processing analysis are transmitted back to Control-M, the scheduling package used for all MVS (IBM mainframe) platforms, where they



from a centralized workstation.

In addition, according to Mike Roberson, Director of DECC Columbus Enterprise Operations, ECS helps to more proactively monitor and handle alerts. "This enables DECC Columbus customers to respond more efficiently, improving performance

and reducing downtime," said Roberson. Technical support and management staff can keep a closer eye on jobs from multiple systems using one tool to watch job status as they make the transition from one platform to the next.

For customers operating on platforms other than MVS mainframe, ECS also provides the opportunity to

take advantage of several of the automation tools previously offered only to MVS customers such as e-mail notifications and alpha/numeric paging to expedite problem resolution. In improving advance warning systems capabilities, response times and other systems management

challenges can be minimized. Having one system for monitoring all platforms and all applications will streamline infrastructure operations at both DECC Columbus, as well as within its customer's technical framework.

This application was first introduced at the FY-01 DECC Columbus conference where it was tested. After the implementation stages are completed, the DECC Columbus Automations Team will offer a hands-on introductory class to all interested persons.

For additional information on this product, contact Andy Basco, SMC Chief of Operation Branch, at (614) 692-7359. For information on DECC Columbus products and services, contact Customer Support/Marketing at (614) 692-2222 (DSN 850) or send an e-mail to DECC Columbus Business@cols.disa.mil.



DISA Defense Enterprise Computing Center, Columbus, OH

can be easily viewed by DECC Columbus' systems support personnel and customers' technical support, as well as managers at all levels—regardless of the application's platform. ECS provides complete status of jobs enabling customer technical support (Recovery Staff) associates to restart jobs

take advantage of several of the automation tools previously offered only to MVS customers such as e-mail notifications and alpha/numeric paging to expedite problem resolution. In improving advance warning systems capabilities, response times and other systems management



Team Work Improves Subsistence Management for Military Services

Defense Enterprise Computing Center Columbus

By Linda Gates-Tucker, CDC11

The Defense Enterprise Computing Center (DECC) Columbus and Defense Logistics Agency (DLA) organizations, including the Defense Supply Center Philadelphia (DSCP), the DLA Systems Integration Office (DSIO) and the DLA Information Support Office (DISOC) Columbus have worked to improve the performance of the Defense Integrated Subsistence Management System (DISMS).

These improvements have increased DISMS on-line input time, allowing DSCP to provide better subsistence management and providing the military services and commissaries more timely procurement of subsistence items such as fresh fruits and vegetables.

The team has greatly improved the operational performance of the DISMS applications through technical innovations

implemented by the DECC Columbus, such as Shark DASD (Direct Access Storage Device) and state-of-the-art tape technologies, which have produced faster access and retrieval for DISMS processing and on-lines.

"Although the DISMS application will eventually be replaced with Business Systems Modernization, we worked with the functional users and the CDA (Central Design Activity) at DSIO to effect solutions that would provide our DLA customers the best possible system performance and efficiency now while still positioning DISMS for the road ahead," said Sherrie Shiplett, DECC Columbus DISMS Forum facilitator.

DECC, DSCP, and DSIO determined issues and possible solutions to meet the overall objective of improving DISMS performance. The team initially met monthly, and later quarterly, to meet this

objective. During implementation, this team ensured that the quality of service remained consistent during military exercises while conversion to new hardware, software, and other technical solutions took place.

The efforts of the team helped speed up processing—reducing batch and dump runtimes by several hours, enabling the on-line user window to be extended from 6 a.m. to 6 p.m. to 3 a.m. to 7 p.m. (EST) to meet the needs of DISMS users worldwide. Through the efforts of this team, the DECC Columbus was able to realize its mission of delivering secure and reliable combat support processing while assisting DLA in providing best value logistics support to America's Armed Forces.

For additional information, contact Linda Gates-Tucker, CDC11, (614) 692-0818, DSN 850.

Personal Zone: In Step with DISA Personnel

A valued employee speaks out on his conference experience...



Alan Peltzman, Interoperability Directorate

By Tannikka Richardson, CA1

The DISA Customer Partnership Conference 2002 was a success, but not without the effort from a team that had patience, energy, and

fortitude. This year's team was comprised of DISA personnel from various organizations. Alan Peltzman, an esteemed team member from the Interoperability Directorate (IN), worked on the registration table.

As a member of the DISA team, Alan is aware of the Director's customer advocacy transformation tenet, and from working the registration table, he observed that this year's conference hit the target. He said that he has never seen DISA so attentive to the customer, and that "the new customer-focused approach set the tone for the event."

Despite the energy that often surrounds a registration table, he enjoyed his duties because it gave him a sense of responsibility to the customer, allowed him to have a hands-on role, and helped him develop the interaction skills he believes are necessary for becoming a good customer advocate.

Like any good customer advocate, however, he is always searching for ways to further "delight the customer" and found that more maps of the hotel layout, a prominently displayed agenda,

posted room assignments and the addition of T1 lines would make the conference more beneficial to the customer.

When not helping other directorates with their events, Alan spends his time working on the development of emerging standards that promote interoperability, focusing on information assurance and security standards, and serving on special task and working groups, such as the Software Vulnerability Working Group. The "Special Act Award" he received for his service at the conference substantiates Alan's supervisors' customer-centric philosophy.

Alan also incorporates customer service into his daily activities by promoting Section 508 to ensure that people are aware of DISA's interest in making computers accessible to everyone, and, in conjunction, IEEE 2001, which are best practices in creating websites. Additionally, he is in the DISA Executive Leadership Development Program (ELDP) and has been with DISA for 10 years.

For additional information, contact Tannikka Richardson, CA1, (703) 882-1924, DSN 381.

DISA-DITCO Awards New Contracts for INMARSAT Mobile Satellite Services

By Stephen Sprenger, AQSS

The Defense Information Technology Contracting Organization (DITCO) of DISA's Acquisition, Logistics, and Facilities Directorate (AQ) awarded five small businesses long-term contracts to supply warfighters with Mobile Satellite Services.

Known as the Defense Information System Network (DISN) International Maritime Satellite Telecommunications (INMARSAT) services, these 10-year contracts provide an economical source of satellite voice, fax, and data communications for DoD and other Government agencies.

The five INMARSAT contractors are:

AOS, Inc.
Global Communications Solutions
Arrowhead Space and
Telecommunications
ADC, International
Ogara Satellite Systems

The DISN INMARSAT contracts offer one-stop shopping for every available INMARSAT airtime product being offered in the commercial market now. DISA's customers will be able to select from a catalog-like environment airtime services, lease or purchase equipment, arrange for maintenance, and schedule necessary training.

As technology changes, so will the contracts through the use of special technology enhancement provisions that allow new types of equipment and airtime services to be added to the contract as they are introduced into the market. Likewise, obsolete services and equipment will be promptly removed from the contract. These features ensure that DISA customers will always have a complete selection of up-to-date satellite telecommunications for the life of the contracts.

Special Features of the DISN INMARSAT Contracts:

-- Customer Flexibility. Customers can order equipment, airtime service,

maintenance, training, and extended warranties with one delivery order. No other federal contract currently offers one-stop shopping like this.

-- Price Control. Awarding to multiple vendors and using the streamlined fair opportunity award process to compete the incoming requirements ensures that the customer gets the service quickly at the most competitive price throughout the life of the contract (34-percent savings over current GSA schedule prices). Also, contractors are allowed to submit lower prices for any of the services or equipment throughout the life of their contracts. Although contractors may lower prices, they may not raise them.

-- Technology Enhancement. Throughout the anticipated 10-year life of the contracts, new airtime services and new equipment can be added using a special provision entitled "Technology Enhancement." This feature allows the customer to add the latest commercial offerings in airtime services and equipment. Additionally, obsolete services and equipment can be removed from the contract.

-- Special Security Provisions. The DISN INMARSAT contracts have provisions to support secure voice, fax, and data for customers using Secure Terminal Unit (STU)-III secure telephone units. All equipment available is out-of-the-box STU-III capable. If there are two providers of STU-III airtime services for a particular unit, the unit can use either provider. In other words, the unit has the ability to use either provider with no additional charges necessary to purchase any activation Personal Identification Number. The contract also supports the newer Secure Telephone Equipment.

For questions or service, contact one of the DISA AQ DITCO ACQuireIT team members on the following column:

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Senior Airman Stephen Webber, 48th Fighter Wing, Royal Air Force Lakenheath, United Kingdom, shows the crowd an INMARSAT Comm display during the 48th Mission Support Group commanders call. U.S. Air Force photo by SSgt. Tony R. Tolley, 48th Communications Squadron, Raf Lakenheath, Suffolk, United Kingdom

DISA's Enterprise Anti-Virus Software Initiative (EASI) Is Important to You

By Stacie L. Findon, DISA PAO

Photographs by John Kandrac, MPS53

There are more than 59,000 known computer viruses that anti-virus software must protect against, including the Linux/Slapper Worm, the most recent significant threat. To counteract these threats, DISA has taken steps to protect all warfighter, DoD civilian, and Coast Guard systems, at home and at the office. In addition, all DoD systems used by contractors will be protected. Three 5-year contracts were awarded to the following companies on September 18: Network Associates, Inc. of Santa Clara, CA; Northrop Grumman Information Technology of Greenbelt, MD (teamed with Symantec Corporation of Cupertino, CA); and Government Technology Solutions, Inc. of Shingle Springs, CA (teamed with Trend Micro of Cupertino, CA).

This software provides multi-layered protection with the best combinations from each vendor's products used on desktops, servers, gateways, and at network levels. This package, which was funded by DISA, allows all of DoD to download this anti-virus software for *free*. Vice Director of DISA, Army Major General J. David Bryan commented: "Network Security is everybody's concern. This contract is another vital component of our 'Defense in Depth' Strategy that extends state of the art anti-virus software to more than three million DoD users globally."

These contracts are important due to the constant threat to the national defense infrastructure. "Attempts to compromise DoD



Robert Dietz, II, G-Tech and USAF Major Tracey Kop sign the Anti-Virus Article agreement.

information networks, emanating from individuals and nation-states around the world, are extensive, intensive and are occurring on a 24x7 basis," said DISA's Principal Director for Operations, Army Brigadier General Carroll F. Pollett, at the contract signing ceremony, and "Information systems are a part of each and every military operation." Anti-virus software helps to protect military and civilian systems so that they securely and continuously communicate.

Recently, Secretary of Defense Donald Rumsfeld outlined six transformation goals for DoD. DISA's EASI provides front-line protection and support to the Global Information Grid (GIG), specifically supporting the following DoD transformation goals: conduct effective operations in space; conduct effective information operations; and leverage information technology to give our joint forces a common operational picture. Although virus protection is hidden, it is on the front lines of the global war on terrorism.

According to Mark Bogart, Chief of Contracts, DISA National Capital Region, Acquisition, Logistics, and Facilities Directorate at DISA, in support of DoD's war on terrorism, this anti-virus software has been funded by DISA to expand to homeland defense organizations like the National Guard, Reserve units, joint forces, the DoD components of the intelligence community, and coalition organizations such as NATO. The agreement exemplifies the continuation of successful strategic alliances between DoD and industry. In addition to industry, a joint effort with DoD team representation from the Army, Air Force, Navy, Marines, Reserves, Defense Systems Management College (DSMC), National Security Agency (NSA), and DISA, was necessary to make this happen. "By negotiating the contract at the enterprise level, DoD agencies save the administrative and procurement



Donald E. Minnick, Trend Micro congratulates USAF Major Tracey Kop during the Anti-Virus Article agreement signing ceremony.

DISA's Enterprise Anti-Virus Software Initiative (EASI) Is Important to You (Continued)



Present for the Antivirus Protection Award Ceremony were 2nd row: Army Brigadier General Carroll F. Pollett, Mark Bogart, ACQ; Evelyn DePalma, ACQ; Major Tracey Kop, USAF, ACQ; Annette Henry, CIAE; Mike Hayduk; First Lieutenant Steve Wieland, DOD CERT; front row Sergeant Kristan F. D. Dias, USMC; Pamela Newberry, ACQ; Major Zena Culp, USAF, CIAE.

costs as well as individual licensing fees,” said Bogart. According to Evelyn DePalma, DISA’s Director for Acquisitions, Logistics, and Facilities, the accomplishment of the team will save DoD tens of millions of dollars while protecting vital assets and networks.

EASI directly supports four of MG Bryan’s nine transformation tenets for DISA: Best Value/Financial Stewardship; Innovative, Integrated Solutions Supporting the Warfighter; Customer Advocacy at the Center of DISA; and Innovative Partnerships with Commercial Providers. “Viruses affect more than the individual. We are all connected. The cost of opening an unknown or suspicious e-mail, attachment, or executable file exposes entire networks to malicious attacks. To effectively protect our vital systems, computer security must be addressed both collectively and individually,” said MG Bryan.

One of the major stumbling blocks for teleworking has been securing wireless and home systems. “EASI supports the DoD Business Initiative Council’s (BIC) Enterprise Software Initiative (ESI), and takes a big step forward in support of secure and reliable pooled wireless communications,” said Mark Bogart. EASI addresses this issue with a new set of desktop firewall technologies. These awards incorporate the latest generations of anti-virus technologies and capabilities, including new protection for all wireless or Personal Digital Assistants (PDA), desktop firewalls for home and work, enhanced management/system administration tools, and global enterprise technical support. The contract will provide full suites of all new releases and existing technologies from each vendor.

“Aside from the Internet as a whole, DoD has the largest network to cover,” said DoD Computer Emergency Response Team (CERT), First Lieutenant Steve Wieland, “One of our goals throughout this process was to be sure that we covered as many people as we possibly could with this software.” There are application-unique versions of the software available.

The acronym EASI was selected to reflect the secure and simple procedures for downloading the software. Administrators will have the responsibility of downloading the anti-virus software to their networks at the workplace. For the home, users can download the software from the DoD CERT website or from their Service’s website. An access code will be provided to use from a .mil address, and the DoD CERT will provide 24-hour support.

For further anti-virus software contract information and product download information for DoD users, refer to http://www.cert.mil/antivirus/antivirus_index.htm

Please note that new products are now available at the DoD CERT Web site.

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